

Complaints procedure

OUR PROMISE TO YOU

- We will acknowledge complaints promptly
- We will investigate quickly and thoroughly
- We will keep you informed of progress
- We will do everything to resolve your complaint fairly
- We will learn from our mistakes and use your feedback to continually improve our service

What to do if you have a complaint

If you have a complaint, please contact our **Compliance Team** on
+44 (0) 020 3207 6000

email us at
CustomerRelations@travelers.com

or write to us at the address below
The Compliance Team
Travelers Insurance Company Limited
Exchequer Court
33 St. Mary Axe
London
EC3A 8AG

quoting your policy number or claim reference if appropriate. You will then hear from us with our response.

For all our customers, if your complaint cannot be resolved to your satisfaction and you are an eligible complainant (a private individual or small business), you may refer the matter to the Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk
financial-ombudsman.org.uk

Please note, your complaint needs to be referred to the FOS within six months of receiving our final response.